Breakline Markets

Complaint Handling Policy

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1. Introduction.

The Complaints Handling Policy (hereinafter “the Policy”) outlines the procedures followed when dealing with complaints received from Clients. Breakline Markets Limited (the “Company”) undertakes to maintain effective and transparent procedures for the reasonable and prompt handling of complaints received.

The Policy is an integral part of the Client Agreement and contains information on how the Company manages any complaint which may arise in the course of business.

Capitalized terms used herein shall have the same meaning as the Terms of Business.

2. Definition of a complaint.

A Client complaint is an expression of dissatisfaction by a client regarding the services provided by the Company. A complainant is any person, natural or legal person who is presumed to be eligible to have a complaint considered by a firm and who has already lodged a complaint.

This Policy is in addition to the Company’s overarching general obligation to act honestly, fairly and professionally and in the best interests of its Clients and to comply, in particular, with the principles set out in the relevant legislation when providing investment services and other ancillary services.

The Company may amend this Complaints Handling Policy, and the updated version will apply to you once published on our website. Please ensure that you check our website regularly.

3. Submission of a complaint.

In order to file a complaint, please send a description and the date the incident has occurred along with any supporting documentation to info@breaklinemarkets.com.

The Complaint must include the following information:

- The Client's full name
- Trading account number
- The selected transaction numbers (if any)
- The date that the issue arose
- An accurate description of the issue
- The damage claimed by the complainant

In absence of any or all the above requirements, the Company will not be able to investigate the Complaint until the requisite or missing and/or additional information is provided by the Client.

4. Acknowledgement of complaint.

When a valid complaint is received, the Company shall take into account the particular issues raised and the evidence provided by the Client. Upon receipt of a valid complaint, a written acknowledgment e-mail will be sent to the client within seven (7) business days. This acknowledgement e-mail will further notify the Client of the unique reference number (URN) which must be used in all future contact with the Company regarding the specific complaint.

The Company may also request the Client to submit further information/document to assist the investigation.

5. Handling of complaints.

The Company will investigate the Client's complaint with the aim of reaching a final resolution of any issue in a timely manner, with a maximum of thirty (30) calendar days from the initial complaint receipt.

During the complaint investigation period, the Company may inform the Client of the handling process and request additional information and/or documentation (as necessary) for the full assessment of the said complaint.

The Company always aims to resolve complaints in an amicable and professional business manner.

6. Final decision.

When the Company reaches an outcome, it shall inform the Client together with an explanation of its position and any remedial measures the Company intends to take (if applicable).

Should the Client feel dissatisfied with the Company's assessment and/or any settlement over, the Client has the right to refer the complaint to the Office of Ombudsperson for Financial Services.

Contact details of the Office of the Ombudsperson for Financial Services: Address: 8th Floor, SICOM Tower, Wall Street, Ebene Cybercity 72201 Telephone number: (230) 4/0473 460 | Fax number: (230) 6473 468 | Email: ombudspersonfs@ofsmauritius.org.